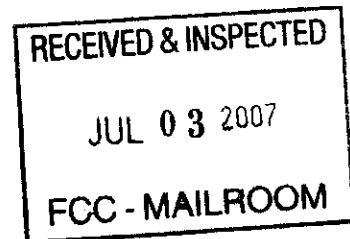


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STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
OFFICE OF THE DEAF AND HARD OF HEARING

July 2, 2007



Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, DC 20554

RE: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket 03-123.

Dear Ms. Dortch:

As mandated by the Federal Communications Commission (FCC), the Office of the Deaf and Hard of Hearing (ODHH) has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a report and summary to file with the FCC. Enclosed please find the annual complaint log for the State of Washington and a summary indicating the number of complaints received by ODHH ending May 31, 2007.

Should you have any questions concerning this summary or report log, please contact me at (360) 902-8000 TTY/V or email at pecksc@dshs.wa.gov.

Best Regards,

A handwritten signature in black ink, appearing to read "Steve".

Steven Peck
Washington State Relay Administrator

Enclosures:

- 1) Annual Log of Consumer Complaints for period of June 1, 2006 – May 31, 2007
- 2) CD with files in Word doc format

cc: Blake Chard, DSHS
Eric Raff, ODHH
Kristen Russell, WUTC
Bob Shirley, WUTC
Damara Paris, Sprint
Arlene Alexander, FCC

No. of Copies rec'd 0 + 6
List ABCDE

Annual Log Summary of Consumer Complaints

Attachment #1

Acronym Log

CA: Communication Assistant

TT: Trouble Ticket

AM: Account Manager

CS: Customer Service

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**WASHINGTON
RELAY**

State of Washington

Department of Social & Health Services

Office of the Deaf & Hard of Hearing

Washington Relay Telecommunications Services

Sprint Relay

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CG Docket 03-123

June 30, 2007

Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
06	WA Voice caller complains her mother, a VCO-user, was billed by MCI even though she has Sprint selected for her number in the relay database.	6/25/2007	Apologized for the problem explained and will relay account manager for contact about this issue. requested follow up. AM called and informed customer that the VCO user needs to call Sprint to update her Carrier of Choice (COC) on database. add "branded as VCO user" in profile. Customer satisfied with resolution.
06	CA 1804F hung up on TTY user. TTY user was upset.	6/12/2006	Apologized to the customer for the disconnection. explained that the CA will be coached by supervisor. follow-up e-mail letter will be sent to the customer with CA who did not recall ever having hung up user without first going through proper protocol. info given to know when the call took place, date.
06	Customer was upset regarding use of Sprint Relay, stating that there have been delays in processing calls, that s/he has been harassed, and agents are dishonest. CA 6091.	6/20/2006	Apologized and asked if client would like to place call. Customer hung up. Customer appeared to be confused about relay service in general terms.
06	Customer called because their calls were not branded. CA 3180.	8/5/2006	Apologized to customer and opened TT 216574. follow-up requested. AM met with customer in person during outreach on 8/5/06. Customer mentioned not experienced any problems with relay since time was filed. AM mentioned that sometimes brand and have verified that he is still branded as tele

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f int	Nature of Complaint	Date of Resolution	Explanation of Resolution
6	Customer stated he had a horrible experience with this CA 7755F not knowing their job. Customer stated that he had asked the CA to dial a number and then received the message customer service how can I help you. He was not sure of what business he called or whether it was a male or female party answering the call. Most of the typing was garbled and he stated the CA informed him the garbling was due to his TTY and he needed to get it fixed. Customer also stated that only 3 out of the 8 times he's filed complaints he has received a follow-up when he requested it.	8/9/2006	Supervisor apologized to the customer and assured would be forwarded to appropriate supervisor. would like a follow-up letter or e-mail. Met with review proper call procedures, reinforcing the n and keep the caller informed. CA understood. emailed customer apologizing for the incident.
06	Caller's VCO Brand did not show to relay CA 3091F.	3/29/2007	Apologized for the problem and opened TT ID 2. Follow-up requested. AM attempted several times to contact customer in January and February. No response. Number appears to be out of service. Complaint closed due to lack of customer response.
06	WA TTY user said CA 3103F disconnected him after he completed an 800 call. Customer did not know if it was his TTY or the CA hanging up.	8/18/2006	Apologized for any inconvenience and told customer CA's supervisor would be informed. No follow-up requested. CA does not recall anything unusual happened on 08/17/2006. Reviewed procedures for customer instructions before discontinuing c
06	WA VCO user complains that after the CA 1393M dialed a number (missed info) was typed without explaining what occurred. This happened twice. CA would not respond when customer questioned this, and then hung up on her.	8/30/2006	Apologized and explained agents are to keep the informed and never to hang up. No follow up requested. Spoke with CA who did not recall this particular knows that if questioned by relay user, CA can r shows knowledge of correct call handling proce

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06	WA Voice customer called in rather irritated about CA 1658 or 1685. Customer said she could not understand the CA would not repeat what was just said. CA said s/he could not be part of the call and typed that to the customer. The customer would not explain whether it was the tone of the CA's voice or what it was they could not understand. The Customer also was not sure which CA it was.	9/15/2006	Apologized to customer; no follow up requested. Supervisor did not frame of when this call came in; supervisor did not ask CA on a problem call where the outbound was not the CA questions. The CA tried to redirect the caller to speak directly to the caller and stated that the caller was part of the conversation. Voice user was getting frustrated the CA was not answering any of the questions asked; CA kept repeating that everything heard was typed by the caller. CA followed correct relay procedure.
06	WA voice caller complained that CA 3180 was rude during her phone call. Customer explained that she reached a busy line and, when CA came back to tell her the line was busy, the CA rudely asked what she wanted to do and then the caller stated she was waiting for the operator, the CA then asked if she was not paying attention to the call.	9/22/2006	Apologized to customer. Coached agent on proper procedure. No customer follow-up requested.
06	WA TTY Customer stated that CA 1611 didn't respond after number was given to dial. Customer stated they waited for 15 minutes and couldn't get any response from the CA.	9/28/2006	Supervisor apologized for the inconvenience and the customer this would be forwarded to the appropriate supervisor. No follow-up requested. CA said they took out the call, but there was a delay between the time the caller was informed, and the time the CA heard any response on the outbound line. The CA stated the customer had hung up before the CA could inform the caller of the call and then hung up.
06	VCO user was leaving a message and when finished, the person receiving the call heard the CA say that the VCO user sounded like Yoda. CA unknown.	10/31/2006	No action could be taken because the customer did not provide an CA identification number.

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f nt	Nature of Complaint	Date of Resolution	Explanation of Resolution
06	TTY customer said CA 2149F refused to get supervisor; was rude and controlling. The CA was telling customer what to do and sarcastically typed slowly on purpose. Caller wanted a live person, but the CA let the auto system play and typed the recording. Caller asked a question and the relay CA said "that information was provided, you didn't get it." Also during the call when the outbound was on the line, the CA typed, "relay operator will slow pace so you are able to read your message without missing anything."	11/14/2006	Informed customer a complaint would be filed with appropriate person. Caller wants follow-up via e-mail with the CA who stated she was trying to help the customer by typing slower and providing info from recording. Explained to the CA the choice of words used could be perceived across as being rude and coached CA on selecting a better choice of words to demonstrate a willingness to assist. Followed up with customer via e-mail apologizing for inconvenience and informed the customer after the call. CA, it was believed that the CA's intentions were to help by typing slower and relaying the recording. The CA was coached on using better choice of words to demonstrate a willingness to assist.
06	Voice customer said CA 6304 tone was rude. Customer was confused about 711 being the complete phone number for relay and CA rudely replied, "Well, if you would listen..." etc. When customer asked who was calling, CA said, "Well, I don't know. I'm just the CA." Customer says it was the way the CA said it more than what she said.	11/16/2006	Assured customer that this would be addressed. Customer wishes to be contacted. CA was coached by team on proper phone etiquette when answering questions and followed CSI procedures for all customers.
06	WA TTY caller dialed 711 to reach WA relay but was connected to Missouri relay. The caller was calling a local number but the computer showed it was long distance. The CA 3051 also told the caller it looked like they were calling from Florida, when they were actually calling from WA.	03/29/2007	CS apologized to the customer. Customer would like a follow-up with resolution. CS opened TT 296 to duplicate problem as reported. Test through both controllers completed without incident. AM followed up with customer to share results of the TT.

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nt	Nature of Complaint	Date of Resolution	Explanation of Resolution
06	Voice customer was upset when the CA 8518F was laughing while connecting the call. The customer felt that relay operators in general should be more professional.	11/29/2006	Apologized to customer for any inconvenience. Informed customer that this CA will be met with and coached by supervisor. Coached CA to stay focused to the present relay calls and attuned to customers' requests at all times. Mailed a follow-up letter to the customer.
06	Voice caller said CA 6119F was having a conversation with another CA while relaying the call two different times and then started cleaning her headset, causing a great deal of static to the relay customer. When caller transferred call to another department, the CA disconnected the call. Caller was very upset at the CA's conduct.	11/30/2006	Apologized to caller for the problem. CA was coached by team leader on proper floor etiquette, such as talking on a call and the ramifications of improperly disconnecting calls. No follow-up requested.
06	Customer said that CA3311 disconnected call in middle of call. Customer initiated the call at approximately 7 PM Pacific time and the call was disconnected at 7:20 PM.	12/7/2006	Customer requested follow-up. CA no longer employed. Contacted customer to apologize.
06	WA VCO customer states when calling through relay the outbound person cannot hear the VCO person's voice.	03/29/2007	CS apologized and entered in TT #3123790. Follow-up requested. TT #3123790 reports testing occurred and problem could not be reproduced. Technician attempted four attempts to call customer, unsuccessfully. Call closed due to lack of customer response.
06	Customer complained about the typing speed of the CA 5272F took 2 ½ minutes to type from an answering machine message.	1/12/2007	Complaint e-mailed to call center trainer for resolution. Apology was sent via e-mail on 01/11/2007. Customer informed that CA was coached on importance of typing speed and accuracy. A follow-up test was given and typing speed was up to standards.

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Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
006	Customer stated CA 3320M dialed to an answering machine and customer typed "Never mind operator have a nice holiday." Customer stated the CA then redialed to the answering machine to leave that message and obviously had not carefully read the message.	12/14/2006	Supervisor apologized for inconvenience and a message would be forwarded to appropriate Supervisor. Customer requested. CA does not recall this situation and may have sent the macro in error, but he did not voice the message. CA knows correct procedure for leaving messages.
006	WA TTY customer states after receiving no connection to person she was calling, the CA 7727F hung up on her.	3/29/2007	Relay CS apologized. Customer requested follow-up. CS called on 02/06 and 03/01, leaving messages to customer by phone or e-mail if there are continued problems. No response from the customer, therefore Complaint closed.
007	Customer asked CA 2295 twice to get a supervisor and he didn't do it. Customer asked him if he could read her and he didn't respond.	1/8/2007	Supervisor explained that it was possible the computer rolled over, and when this happens, the CA can't see anything on the screen. When the call came into Ohio, it was a roll over. When the supervisor typed to her, she was slow about responding. Supervisor met with agent who demonstrated procedural knowledge of what to do if customer does not respond and understands the proper steps.
007	Caller claimed CA 7605 did nothing for him/her. She asked operator to dial a number and the operator did not do it.	1/2/2007	Explained that it was possible the computer rolled over when this happens, the CA can't see anything on the screen. When the call came into Ohio, it was a roll over. When the supervisor typed to her, she was slow about responding. Coached agent on following customer requests. Follow-up requested.
007	Customer VCO branding not showing.	1/26/2007	CS apologized and opened TT ID 3303967. Follow-up required for problem resolution. Customer did not provide follow-up information to contact after problem resolution. Complaint closed due to lack of contact information.

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	Nature of Complaint	Date of Resolution	Explanation of Resolution
7	Customer called stating that VCO procedures were not followed by CA 5187M.	3/30/2007	CA was talked to and demonstrated knowledge of procedures.
7	WA VCO customer complained that nobody has been able to hear her on relay calls for the past week or so, even though the volume is as loud as it goes..	3/29/2007	Apologized for inconvenience; follow up requested. TT 3582893. Technicians were unable to reproduce problem at the center. Suspect it might be an issue with VCO user's equipment. Made several attempts in March to reach customer. No response. Complaint closed.
7	TTY caller complained that CA 7641 hung up on caller without a GA to SK.	3/29/2007	CA was coached on proper procedures. No follow-up requested.
7	Voice customer calling voice 800 number for WA, but keeps getting only TTY tone, fax machine tones, then is disconnected. The customer then tried to dial into relay through 711 and received tty tones and got disconnected.	2/27/2007	Relayed information to the customer that if customer contacts CS, they can be branded correctly. Also, stay on the line, a voice CA will come on the line and tones end.
7	Caller reported that CA 3149F did not respond to the question "did we reach answering machine?" They had to type the question twice and long delay before any answer was typed.	3/9/2007	CS apologized for the inconvenience. No follow-up requested. Coached CA on importance of customer service. However, this delay may have been a technical issue.
7	VCO customer wanted to make a long distance call. Gave prepaid number, pin number, and destination number. Waited 2 minutes, but got no response. Turned volume up and she didn't hear dial tone. She wanted to know if he was still there. CA 2353M.	3/13/2007	Supervisor met with CA who stated he remembered the call. He stated he asked the caller to repeat the information, but he couldn't remember all the numbers, but got numbers from the caller. Supervisor coached the agent on how to write down any information needed to process the call. Also re-iterated that if the caller does not respond to requests to be sure to repeat it again. Agent under follow-up requested.

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Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
07	Caller claims that after a lengthy conversation with friend through Relay, he typed something as the outbound party was hanging up. The CA 2404F then harassed and made fun of him for being deaf and blind. The caller was very dismayed by the operator's hostility and insensitivity.	3/14/2007	Apologized for the difficulty with the particular caller, assured caller that the matter would be dealt with. Assured caller that his access to relay services would not be in retribution for the complaint after he expressed his concern. This might happen. No follow-up requested.
07	TTY customer said CA 2283M hung up before s/he could give another number to dial.	3/28/2007	Apologized to customer and informed them a complaint would be filed for this CA. No follow-up requested. Customer service will coach CA on appropriate procedures.
07	CA dialed number and it was busy; customer typed but CA 2254 did not answer. Typed 3 times "can you read me?" but no response from CA so customer hung up. Customer would like all supervisors at all CSD Relay centers to remind CA's to pay attention and not delay calls and keep caller informed.	4/9/2007	Supervisor coached the CA on the importance of customer informed. CA understands. No follow-up requested.
07	TTY customer said CA 5225 did not pay attention to his requests. Then, when he asked for a supervisor, CA transferred him to Sprint CS without asking.	4/10/2007	CA does not remember this incident, but demonstrated knowledge of proper procedure to transfer only when requested.
07	CA 2344 hung up when customer finished first call. He wanted to make a second call but CA did not wait.	4/10/2007	CA is no longer employed with CSD so could not be coached on proper procedures.
07	TTY caller couldn't read messages (letters/numbers run together) during a number of calls.	4/13/2007	Apologized and attempted to obtain information about caller's equipment but caller did not respond. TT #392 closed. Since garbling does occur on about 3% of calls, this will be monitored to see if there are continuing complaints. Followed up with customer and left contact if problem continues.

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07	Customer said CA 6323M hung up on her without leaving the message requested. She asked her parents if they had received the message she asked the CA to leave and they said no. All the operator typed was "Thank you for using the relay," then disconnected without giving any confirmation that a message was left.	5/17/2007	Apologized; customer requested follow-up. The terminated for work performance issues. Train up with customer via e-mail on 04/24/2007. Customer responded that she was pleased with the follow-up.
07	CapTel Dialing issue – Unable to dial regional 800-number.	4/20/2007	Technical Support made an adjustment so CapTel successfully make captioned call to regional 800-number.
07	At approximately 8:06 PM Pacific Time, the CA dialed a number. Phone rang 10 times with no answer. Customer asked to redial. Phone rang 6 times then stopped. Customer was waiting for relay but CA 7164 disconnected customer.	5/1/2007	The complaint came in at 10:11 PM on 04/30/2007. Forwarded on to proper center for follow-up. The CA does not have recollection of this specific call and is not aware of any technical issues on this date. The CA understands that an intentional disconnect can result in disciplinary action. The CA assured supervisor that she will report any known issues.
07	Customer stated she had a constant garbling problem when calling in to CS. She stated that she never has any garbling problem with relay agents so she knows it is not her phone.	5/3/2007	Called customer back using TTY and call went without garbling. Apologized to the customer and let her know a complaint would be opened. Customer did not request a follow-up. This is a known issue that has been escalated to technical support. Called customer back on TTY later in the week without garbling.
07	VCO customer stated that he has not been able to call anyone for a while. Outbound voice person unable to hear VCO customer at all. Customer wants AM to follow-up by mail or e-mail. The customer's VCO was not set up to receive calls.	5/22/2007	Apologized to caller. Contacted customer service to see if there were further problems. Customer service called back stating his VCO has been working fine since the complaint and is satisfied with the service.

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Total Number of Interstate Relay Calls by type of TRS

TRS	STS	Captioned Telephone	VRS	IP Relay	To Comp
3,326	756	457	*	*	4

Washington State relay provider will report data directly to the FCC.

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06	VCO user was leaving a message and when finished, the person receiving the call heard the CA say that the VCO user sounded like Yoda. CA unknown.	10/31/2006	No action could be taken because the customer did not provide an CA identification number.

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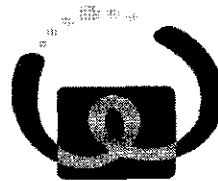
Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
06	TTY customer said CA 2149F refused to get supervisor; was rude and controlling. The CA was telling customer what to do and sarcastically typed slowly on purpose. Caller wanted a live person, but the CA let the auto system play and typed the recording. Caller asked a question and the relay CA said "that information was provided, you didn't get it." Also during the call when the outbound was on the line, the CA typed, "relay operator will slow pace so you are able to read your message without missing anything."	11/14/2006	Informed customer a complaint would be filed with appropriate person. Caller wants follow-up via e-mail with the CA who stated she was trying to help the customer by typing slower and providing info from recording. Explained to the CA the choice of words used came across as being rude and coached CA on selecting choice of words to demonstrate a willingness to assist. Followed up with customer via e-mail apologizing for inconvenience and informed the customer after the CA, it was believed that the CA's intentions were to help by typing slower and relaying the recording. The CA was coached on using better choice of words to demonstrate a willingness to assist.
06	Voice customer said CA 6304 tone was rude. Customer was confused about 711 being the complete phone number for relay and CA rudely replied, "Well, if you would listen..." etc. When customer asked who was calling, CA said, "Well, I don't know. I'm just the CA." Customer says it was the way the CA said it more than what she said.	11/16/2006	Assured customer that this would be addressed. Customer wishes to be contacted. CA was coached by team on proper phone etiquette when answering questions and following CSI procedures for all customers.
06	WA TTY caller dialed 711 to reach WA relay but was connected to Missouri relay. The caller was calling a local number but the computer showed it was long distance. The CA 3051 also told the caller it looked like they were calling from Florida, when they were actually calling from WA.	03/29/2007	CS apologized to the customer. Customer would like a follow-up with resolution. CS opened TT 296 to duplicate problem as reported. Test through all controllers completed without incident. AM followed up with customer to share results of the TT.

Annual Log Summary of Consumer Complaints

Attachment #1

Acronym Log

State of Washington
Department of Social & Health Services
Office of the Deaf & Hard of Hearing
Washington Relay Telecommunications Services
Sprint Relay
Annual Log Summary of Consumer Complaints
CG Docket 03-123
June 30, 2007



**WASHINGTON
RELAY**

CA: Communication Assistant
TT: Trouble Ticket
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Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
06	Voice customer was upset when the CA 8518F was laughing while connecting the call. The customer felt that relay operators in general should be more professional.	11/29/2006	Apologized to customer for any inconvenience. Informed customer that this CA will be met with and coached by supervisor. Coached CA to stay focused to the purpose of relay calls and attuned to customers' requests at all times. Mailed a follow-up letter to the customer.
06	Voice caller said CA 6119F was having a conversation with another CA while relaying the call two different times and then started cleaning her headset, causing a great deal of static to the relay customer. When caller transferred call to another department, the CA disconnected the call. Caller was very upset at the CA's conduct.	11/30/2006	Apologized to caller for the problem. CA was coached by team leader on proper floor etiquette, such as talking on a call and the ramifications of improperly disconnecting calls. No follow-up requested.
06	Customer said that CA3311 disconnected call in middle of call. Customer initiated the call at approximately 7 PM Pacific time and the call was disconnected at 7:20 PM.	12/7/2006	Customer requested follow-up. CA no longer employed. Contacted customer to apologize.
06	WA VCO customer states when calling through relay the outbound person cannot hear the VCO person's voice.	03/29/2007	CS apologized and entered in TT #3123790. Follow-up requested. TT #3123790 reports testing occurred and problem could not be reproduced. Technician attempted four attempts to call customer, unsuccessfully. Case closed due to lack of customer response.
06	Customer complained about the typing speed of the CA 5272F took 2 ½ minutes to type from an answering machine message.	1/12/2007	Complaint e-mailed to call center trainer for resolution. Apology was sent via e-mail on 01/11/2007. Customer informed that CA was coached on importance of typing speed and accuracy. A follow-up test was given and typing speed was up to standards.

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Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
06	Customer stated CA 3320M dialed to an answering machine and customer typed "Never mind operator have a nice holiday." Customer stated the CA then redialed to the answering machine to leave that message and obviously had not carefully read the message.	12/14/2006	Supervisor apologized for inconvenience and assistance would be forwarded to appropriate Supervisor. Message requested. CA does not recall this situation and supervisor has sent the macro in error, but he did not voice the message. CA knows correct procedure for leaving message.
06	WA TTY customer states after receiving no connection to person she was calling, the CA 7727F hung up on her.	3/29/2007	Relay CS apologized. Customer requested follow-up. Called on 02/06 and 03/01, leaving messages to call by phone or e-mail if there are continued problems. No response from the customer, therefore Complaint closed.
7	Customer asked CA 2295 twice to get a supervisor and he didn't do it. Customer asked him if he could read her and he didn't respond.	1/8/2007	Supervisor explained that it was possible the computer rolled over, and when this happens, the CA can't see anything on the screen. When the call came into Ohio, it was a roll over. When the supervisor typed to her, she was slow about responding. Supervisor met with agent who demonstrated procedural knowledge of what to do if customer does not respond and understands the proper steps.
7	Caller claimed CA 7605 did nothing for him/her. She asked operator to dial a number and the operator did not do it.	1/2/2007	Explained that it was possible the computer rolled over when this happens, the CA can't see anything on the screen. When the call came into Ohio, it was a roll over. When the supervisor typed to her, she was slow about responding. Coached agent on following customer requests. Message up requested.
7	Customer VCO branding not showing.	1/26/2007	CS apologized and opened TT ID 3303967. Follow-up required for problem resolution. Customer did not provide follow-up information to contact after problem was resolved. Complaint closed due to lack of contact information.

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007	Customer called stating that VCO procedures were not followed by CA 5187M.	3/30/2007	CA was talked to and demonstrated knowledge of procedures.
007	WA VCO customer complained that nobody has been able to hear her on relay calls for the past week or so, even though the volume is as loud as it goes..	3/29/2007	Apologized for inconvenience; follow up requested. TT 3582893. Technicians were unable to reproduce problem at the center. Suspect it might be an issue with VCO user's equipment. Made several attempts to reach customer and March to reach customer. No response. Case closed.
007	TTY caller complained that CA 7641 hung up on caller without a GA to SK.	3/29/2007	CA was coached on proper procedures. No follow-up requested.
007	Voice customer calling voice 800 number for WA, but keeps getting only TTY tone, fax machine tones, then is disconnected. The customer then tried to dial into relay through 711 and received tty tones and got disconnected.	2/27/2007	Relayed information to the customer that if customer contacts CS, they can be branded correctly. Advise customer to stay on the line, a voice CA will come on the line when tones end.
007	Caller reported that CA 3149F did not respond to the question "did we reach answering machine?" They had to type the question twice and long delay before any answered was typed.	3/9/2007	CS apologized for the inconvenience. No follow-up requested. Coached CA on importance of customer service. However, this delay may have been a technical issue.
007	VCO customer wanted to make a long distance call. Gave prepaid number, pin number, and destination number. Waited 2 minutes, but got no response. Turned volume up and she didn't hear dial tone. She wanted to know if he was still there. CA 2353M.	3/13/2007	Supervisor met with CA who stated he remembered the information. He stated he asked the caller to repeat the information but he couldn't remember all the numbers, but got the information from the caller. Supervisor coached the agent to write down any information needed to process the call. Also re-iterated that if the caller does not respond to requests to be sure to repeat it again. Agent understood. Follow-up requested.

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007	Caller claims that after a lengthy conversation with friend through Relay, he typed something as the outbound party was hanging up. The CA 2404F then harassed and made fun of him for being deaf and blind. The caller was very dismayed by the operator's hostility and insensitivity.	3/14/2007	Apologized for the difficulty with the particular caller, assured caller that the matter would be dealt with, and assured caller that his access to relay services would not be in retribution for the complaint after he expressed concern that this might happen. No follow-up requested.
007	TTY customer said CA 2283M hung up before s/he could give another number to dial.	3/28/2007	Apologized to customer and informed them a complaint would be filed for this CA. No follow-up requested. Customer service will coach CA on appropriate procedures.
007	CA dialed number and it was busy; customer typed but CA 2254 did not answer. Typed 3 times "can you read me?" but no response from CA so customer hung up. Customer would like all supervisors at all CSD Relay centers to remind CA's to pay attention and not delay calls and keep caller informed.	4/9/2007	Supervisor coached the CA on the importance of keeping the customer informed. CA understands. No follow-up requested.
007	TTY customer said CA 5225 did not pay attention to his requests. Then, when he asked for a supervisor, CA transferred him to Sprint CS without asking.	4/10/2007	CA does not remember this incident, but demonstrated knowledge of proper procedure to transfer only when requested.
007	CA 2344 hung up when customer finished first call. He wanted to make a second call but CA did not wait.	4/10/2007	CA is no longer employed with CSD so could not be coached on proper procedures.
007	TTY caller couldn't read messages (letters/numbers run together) during a number of calls.	4/13/2007	Apologized and attempted to obtain information about the equipment but caller did not respond. TT #392 closed. Since garbling does occur on about 3% of calls, this will be monitored to see if there are continuing complaints. Followed up with customer and left contact if problem continues.

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Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
07	Customer said CA 6323M hung up on her without leaving the message requested. She asked her parents if they had received the message she asked the CA to leave and they said no. All the operator typed was "Thank you for using the relay," then disconnected without giving any confirmation that a message was left.	5/17/2007	Apologized; customer requested follow-up. The terminated for work performance issues. Trained up with customer via e-mail on 04/24/2007. Customer responded that she was pleased with the follow-up.
07	CapTel Dialing issue – Unable to dial regional 800-number.	4/20/2007	Technical Support made an adjustment so CapTel successfully make captioned call to regional 800-number.
7	At approximately 8:06 PM Pacific Time, the CA dialed a number. Phone rang 10 times with no answer. Customer asked to redial. Phone rang 6 times then stopped. Customer was waiting for relay but CA 7164 disconnected customer.	5/1/2007	The complaint came in at 10:11 PM on 04/30/2007. Forwarded on to proper center for follow-up. The CA does not have recollection of this specific call and is not aware of any technical issues on this date. The CA understands that an intentional disconnect can result in disciplinary action. Assured supervisor that she will report any known issues.
7	Customer stated she had a constant garbling problem when calling in to CS. She stated that she never has any garbling problem with relay agents so she knows it is not her phone.	5/3/2007	Called customer back using TTY and call went well. Apologized to the customer and let her know a TTY call would be opened. Customer did not request a follow-up. This is a known issue that has been escalated to technical support. Called customer back on TTY later in the week without garbling.
07	VCO customer stated that he has not been able to call anyone for a while. Outbound voice person unable to hear VCO customer at all. Customer wants AM to follow-up by mail or e-mail. The customer's VCO was not set up to receive calls.	5/22/2007	Apologized to caller. Contacted customer service to see if there were further problems. Customer called back stating his VCO has been working fine since the complaint and is satisfied with the service.

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Total Number of Interstate Relay Calls by type of TRS

TRS	STS	Captioned Telephone	VRS	IP Relay	Total Complaints
3,326	756	457	*	*	4,535

es that Washington State relay provider has reported data directly to the FCC.

DOCKET NO. 03 123

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